

**Job Title:** Senior Housing & Support Worker – Hospital Discharge Service

**Responsible To:** Service Manager

**Main Job Purpose:** You will work within our Hospital Discharge Team (weekday shift pattern, occasional weekends, and out of hours on-call) providing excellent person-centred support and enhanced housing management services to our residents. You will apply the principles of Strengths-Based and Trauma Informed Care to assist individuals with multiple support needs, which may include mental health issues, substance misuse, poor physical health, and housing related support needs.

**Key Responsibilities:**

- Process referrals and complete assessments with potential residents.
- Provide an element of team leadership to your peers.
- Provide tailored support according to residents' individual needs as detailed in their personalised support plan.
- Assist residents with practical, daily living tasks to help develop their independence and achieve their aspirations and goals.
- Work collaboratively with other agencies to gain best outcomes for residents. Signposting and referring residents for external support where necessary, with a view to empowering residents to move on to independent accommodation when ready.
- Carry out risk assessments, support planning, goal setting and regular support reviews.
- Undertake Enhanced Housing Management responsibilities to DASH properties, ensuring void levels are kept to a minimum and premises are ready for occupation.
- Assist in ensuring properties are in a good standard of cleanliness and repair, promoting Health, Safety and Security.
- Report and record information and actions accurately and promptly using a custom database.

*'Positive Intervention on Single Homelessness' Since 1972*



## Durham Action on Single Housing Ltd

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- Work within legislation and DASH's internal Policies and Procedures, including Incident Reporting, Safeguarding and Lone Working.
- Work flexibly across all projects as required, not just the initial allocated. There is a personal transport requirement for this post.
- Be prepared to undertake training and development as identified and agreed in consultation with your Line Manager and relevant to the position.

This list is not exhaustive, and you will be required to undertake any duties commensurate with your position. These duties could change over time in response to changing organisation requirements and you will be fully consulted if substantial change occurs.

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